



Quick Manufacturing Project Facts:

- 16,000 desktops/laptops installed
- End user training
- 6 mile campus with 200+ separate buildings

A TRUSTED MANUFACTURING PARTNER

Electronic Systems (ESI) is experienced at fielding and incorporating complex client needs in order to produce quality results. Refreshing desktop devices, to include data and application, could potentially halt your productivity. ESI can help you complete IT projects without interrupting your efficiency or output.

SITUATION

While working with a large government contractor/manufacturer (approximately 21,000 employees) to refresh their desktop devices, ESI encountered a unique environment. The client campus is 6 miles wide with 200+ separate buildings, supporting multiple locations across numerous states. Department of Defense clearance for classified areas was also needed. The client required the ability to continue operating at full capacity while phasing in new machines. The asset management departments required detailed information prior to device arrival/installation.

SOLUTION

The scale of the refresh required comprehensive project management. On a 90-day rolling schedule, ESI developed a two week install timeline including imaging, tagging and pre-reporting the device information for the on-site teams. The installation of each device was scheduled in advance around the end user's availability to ensure work was not interrupted or delayed. Data transfer was completed at installation and the users' old machines retained for 2 working days as a failsafe—leaving the end users confident and comfortable with the changeover.

Desktop Refresh Management for Large Manufacturer

CUSTOM SERVICE LEVEL AGREEMENTS

The client had need for additional services, so a custom Service Level Agreement (SLA) was created and added to the scope of work. The SLA included break/fix remote support to troubleshoot and dispatch local service to the 200+ buildings, with a 4 hour response time and a maximum of 2 day total fix time. It also included a variety of move/add/changes (MACs) that could be covered remotely, such as adding/changing applications, or physically, such as adding hardware. SLA reporting was also covered during weekly, monthly & quarterly meetings to identify trends & forecast coming months.



Manufacturing Offerings:

- IT Services & Logistics
- Staff Augmentation
- Project Management
- Warehousing for phased delivery
- Flexible install schedules
- Able to meet fluid delivery needs
- Device removal and discard
- Provide extended or alternative device warranties
- Computers
- Printers
- Copiers

